

Military OneSource



Krystal Shiver
Relationship
Manager

A Caregiver's "To Do" List...

Everyday:

1. Love them
2. Clean them
3. Feed them
4. Burp them
5. Rock them
6. Pace with them
7. Sing with them
8. Finally get them to sleep
9. One baby cries
10. Start all over



**NEVER
ENDS!!!**



Big Expectations!

- ✓ Know what to do in an emergency
- ✓ Keep cool and have tons of patience
- ✓ Have a positive attitude
- ✓ Know how to help a choking infant
- ✓ Know how to manage an angry child
- ✓ Build self esteem
- ✓ Develop independence
- ✓ Stimulate physical, emotional, mental growth
- ✓ Identify special needs



Military Families

- Move often
- Endure frequent changes
- Experience challenges
(ex. deployments) which
can impact both individual
and dependent behavior
- Face unique stressors



Some signs of stress in children

Physical: sleep difficulties, loss of appetite, frequent colds, headaches, stomachaches, lack of coordination, nervous ticks

Emotional: mood swings, nervousness, crying, fear of going to school or being left alone, loss of interest in some activities, decrease in ability to concentrate

Behavioral: impulsiveness, angry outbursts, attention-getting antics, clinging

“Good” stress—just the right amount of pressure—is motivating.

“Bad” stress—the kind that’s chronic and unrelenting—is unpleasant and harmful



Caregiver Stress

- Sleeping and eating problems
- Headaches
- Susceptibility to illness
- Muscle tension
- High blood pressure
- Anxiety
- Depression
- Loneliness
- Guilt
- Anger
- Irritability or impatience



Manage your own stress

The most important step you can take to help children and their parents manage their stress is to manage *your own* stress!



Healthy Kids Become Healthy Adults

- Loving relationships
- The ability to act independently
- Well developed social, problem-solving, and decision-making skills
- Healthy and strong bodies
- Ambition to learn
- Love of creativity
- Coping strategies to rely on when stressed
- And more....





A job's value is in the impact it has on others. Child care workers aren't "watching" children, but shaping them into the adults they'll grow up to be.

- Angie Reub, journalism major/child care provider, NYU



Military OneSource Mission

Military OneSource offers free, convenient, 24/7 access to confidential resource and referral support for service members and their families in order to improve the quality of their lives and the effectiveness of the military community.



Military OneSource

- 24-hour worldwide service, every day
 - Telephone, Face to Face, Online
- Active Duty, Guard, Reserve (regardless of activation status) and family members
- Private
- No cost
- Solution-focused
- Objective, experienced, real people
- Extension of existing installation services



Range of Support



Specialty Consultations

- Adoption
- Child care/nanny
- Education (college & general)
- Special needs
- Health & Wellness
- Financial counseling
- Spouse education and career



Special Needs - Ages birth to 21

- Understanding a special needs diagnosis
- Moving with a special needs child
- Dealing with parenting grief issues surrounding a child's diagnosis
- Education planning and advocacy
- Questions about IEPs (individualized education plans)
- School and home accommodations for children
- Section 504 plans
- Community advocacy regarding a child's special needs
- Therapeutic intervention technique coaching and training



Special Needs Continued

- Connection to community resources
- Research on financial assistance options for special needs children
- Understanding Individuals with IDEA
- Mainstreaming a special education student
- Understanding “free and appropriate public education”
- Effective school communication
- Explaining the purpose of the EFMP/SNIAC
- Additional issues of concern for the family...



Education Assistance

- General Education Consultation K-12
 - Homework completion and motivation
 - Finding a tutor
 - Relocation - public vs. private schools
 - Home schooling
 - Behavior problems, dealing with transitions
- College
 - Forms and applications
 - Applying for financial aid and scholarships
 - SAT/ACT exams
 - Locating colleges that meet students needs (i.e. geographic, field of study, size)
 - Parent's adjustment to having student away



Short-Term Solution-Focused Counseling

- Available in U.S., Puerto Rico, and the Virgin Islands
- Up to 12 non-medical consultations in the community with licensed counselors
- Affiliate Provider Network covers 100% of identified military installation and Guard/Reserve locations
- Short-term problem resolution
 - Family concerns
 - New parent support
 - Blended-family issues
 - Positive discipline
 - Adjusting to deployment or reunion
 - Decision-making & coping skills
 - Recent move or change
 - Stress management



STSF -Telephonic and Online Consultations

- Up to 12 non-medical, scheduled, telephonic or online sessions with STSF trained mental health professionals
- Online sessions conducted in a secure online chat environment
- Inappropriate for: children under 18 years, complex issues, family counseling, mental health conditions, or other conditions related to trauma
- Alternative support for OCONUS and remote locations



STSF In-Person Counseling for Minors

- Defined as persons under the age of 18, and living under the jurisdiction of a parent or legal guardian
- Parent/guardian must:
 - Provide permission for each assistance request
 - Accompany the child to the initial session
 - Be physically present at the facility rendering the service
 - Sign a service agreement statement with the counselor



Healthy Habits Health Coaching

Telephonic and online coaching from an experienced, dedicated health coach

Weight Management (iCanChange) Stress Management (iCanRelax)

Cardiovascular Health (iCanThrive) Teen Weight (iCanAchieve)

- Toolkit with an educational workbook and other items provided
- Healthy Habits Website with online tools and educational materials
- Access program by completing online health assessment at www.MilitaryOneSource.com or calling to request enrollment



YMCA Memberships and Respite Child Care

- YMCA memberships for eligible military families and personnel who may not have access to a nearby military facility
- Available in the United States and Puerto Rico for Active Duty (Title 10) status personnel and their families
- Up to 16 hours per month of respite child care per child at participating YMCA facilities for eligible families
- Membership assistance at local fitness facilities (e.g. Gold's Gym/Bally's, etc) for single active duty personnel at independent duty stations is also available for entire command units
- **Call or visit www.MilitaryOneSource.com for complete eligibility requirements and registration information**





*A 24/7 Resource for
Military Members, Spouses & Families*

1.800.342.9647

Call CONUS at
1.800.342.9647

or call OCONUS:



SELECT YOUR BRANCH



SELECT YOUR BRANCH



SELECT YOUR BRANCH

Service Providers link at the bottom of the home page takes you into the service provider portal

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Call **1.800.342.9647** - for more information. [About Military OneSource](#) | [FAQs](#) | [Contact Us](#) | [Site Map](#) | [View Basket](#)
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Private Help 24/7

Call and Talk Anytime
1.800.342.9647

or call OCONUS:

E-mail
AND GET ANSWERS

Schedule a Counseling Appointment
FOR HELP AT YOUR CONVENIENCE

Service Provider Home

Military OneSource is *free* to service members and their eligible family members. Your work will help them build on their strengths, teach them to maximize their support systems, and help them find community resources to meet their needs. The following tools will help you spread the word about all of the services Military OneSource offers. Have a question? See our [FAQs](#).

- [Quadrennial Quality of Life Review Report](#)
- [2007 Military Demographics Report](#)



Events and Presentations

Materials to help you spread the word about Military OneSource services.



Military OneSource Connection

Find out what's happening at Military OneSource with this monthly newsletter. This newsletter is filled with updates, announcements, and general information about our services.



Orderable Materials

Our free promotional materials are excellent ways to support your efforts to educate the military community about Military OneSource.

Resources

- [Affiliate Update Newsletter](#)
- [Events and Presentations](#)
- [Military OneSource Connection](#)
- [Orderable Materials](#)
- [Printable Materials](#)
- [Provider Information](#)

Branch Home Pages

- [Air Force Home](#)
- [Army Home](#)
- [Marine Corps Home](#)
- [Navy Home](#)

Jump directly to a branch home page with the links in **Branch Home Pages**.

To view the site as a service or family member, use the "not your branch?" link at the top of the page.

Announcements

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Customize your MilitaryOneSource.com
REGISTER HERE

How Can Military OneSource Help You?

Military life comes with unique challenges. At Military OneSource our goal is to provide expert information, CDs, DVDs and links to other resources – on how to deal with the challenges and issues you face.

Topical Sheets
See or print our [Topical Sheets](#) for an at-a-glance overview of materials grouped by specific issues.

MILITARY LIFE & DEPLOYMENT	FINANCIAL & LEGAL	HEALTH & RELATIONSHIPS
Military Life Military Benefits Deployment Moving Wounded Warrior Survivor/Widow	Money Management Getting Legal Aid Specific Legal Issues	Adult Health Relationships Emotional Well-Being Mental Health Special Needs Wounded Warrior Senior Health Childhood Health

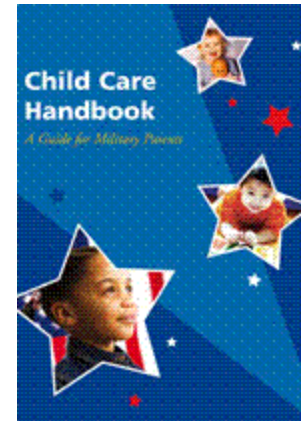
CRISIS	FAMILY & RECREATION	CAREER & EDUCATION
Violence & Trauma Substance Abuse Casualty and Loss Natural Disasters Survivor/Widow	Parenting and Child Care Recreation & Shopping Home & Household Elder Care	Career College Special Needs in Education Pre-K to 12

Find support materials through the "Find Information" tab

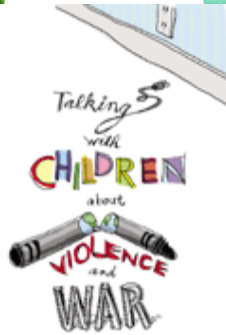
Subcategories can be selected from main content categories



Educational Materials



- Varied topics
- Varied formats
 - Articles
 - Booklets
 - Audio
- Varied access to content
 - Download audio and print online
 - Order materials online for home delivery
 - Call a consultant



Useful Tools

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Home About Find Information **Tools** Online Community

Welcome Home Tools

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Tools You Can Use

Military OneSource includes articles, resource guides, calculators, Web links, locators, toolkits and other helpful information about various issues and stages of life. You name it...we can help.

FAMILY & RECREATION	CAREER & EDUCATION	HEALTH & RELATIONSHIPS
DoD Resources Military Recreation YMCA Memberships Elder Care Elder Care Resources Libraries Library Books Online Library Resources Locators Child Care Summer Camp Podcasts Building Strong Families	DoD Resources Educational Resource Center Military Spouse Education and Career Resources MyCareer Advancement Account Libraries Online Education and Career Resources School Locators College Search Distance Learning Locator K-12 Private School Search K-12 Public School Search Self-Assessment What's Your Communication Style?	DoD Resources Healthy Habits Health Coaching iCan Achieve Teen Weight Management Program YMCA Library and Calculators Health Calculators Health Library Medicare Interactive Podcasts Healthier You Healthy Meals Simplifying your Life Staying Strong as a Couple Work, Life, Play

Locators,
Parenting
Toolkits, Self
Assessments,
Podcasts



DoD Library

- Online Library Resources
- Links to electronic databases,
- e-books, and audio books.
- Electronic books
- Tumble Library for Beginning Readers
- TumbleReadables
- Prep for standardized tests -- SAT, ACT, GRE, and CLEP
- Customized college and distance-learning searches

The screenshot displays the Military OneSource website. At the top, there is a navigation bar with links for 'Log Out', 'Jdully', 'Contact Us', 'Help', 'En Español', and 'View Basket'. Below this, a banner features the Military OneSource logo, the text 'A 24/7 Resource for Military Members, Spouses & Families', and the phone number '1.800.342.9647'. A secondary navigation bar includes 'Home', 'About', 'Find Information', 'Tools', and 'Online Community'. A search bar is located on the right, powered by Google. On the left side, a 'Private Help 24/7' box provides the phone number '1.800.342.9647' and a link to 'Schedule a Counseling Appointment FOR HELP AT YOUR CONVENIENCE'. The main content area is titled 'Online Library Resources' and includes a description of the service, a 'What's In the Online Libraries?' section, and links to 'Tumblebook Library For Beginning Readers', 'TumbleReadables', and 'TumbleTalkingBooks: Online Audio Library'. Each link is accompanied by a small icon and a brief description of the resource.

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Online Library Resources

Military OneSource provides library resources available at no charge to service members and their families – a particularly helpful benefit for Guard and Reserve members and their families who may not have access to installation libraries.

What's In the Online Libraries?

DoD MWR libraries have something for everyone - from story hours to book discussion groups, from Internet access to word processing, from the latest novels to "how-to" books, from encyclopedia and other reference books to online reference resources. If you are not near a library you can access many of the library resources from your home.

Have questions? [See our FAQs.](#)

Tumblebook Library For Beginning Readers

The Tumblebook Library has ebooks for kids. Read, listen, and play games. Ages 4-12. Provided by DoD MWR Libraries.

TumbleReadables

An online collection of read-along titles for elementary, middle school, and high school students. TumbleReadables feature adjustable online text and complete audio narration. Provided by DoD MWR Libraries.

TumbleTalkingBooks: Online Audio Library

This collection of streaming audio books includes unabridged, high quality audio versions of American and world literature classics, non-fiction, fiction, and children and teen books. Provided by DoD MWR Libraries.

Call or visit online!

- United States: 1-800-342-9647
- Overseas: 800-3429-6477

Access codes can be found online

- Overseas collect: 484-530-5908

Contact an international operator first

- www.militaryonesource.com

Call Military OneSource and ask to speak to your Regional Relationship Manager

